



Dolphin[®] 9500 Series Net Base

*Four-Slot Charging/
Communication Cradle*



Quick Start Guide

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Dolphin 9500 Series Net Base

Quick Start Guide

Introduction

The Dolphin Net Base charges up to four Dolphin 9500 Series mobile computers and enables each one to communicate with a host device over an Ethernet network.

Unpacking the Net Base



Use only Dolphin 9500 Series peripherals, power cables, and power adapters. Use of peripherals, cables, or power adapters not sold/manufactured by Hand Held Products will void the warranty and may damage the terminal.

Open the shipping box and inspect the package to see that the following standard items are included:

- One Dolphin Net Base Ethernet cradle
- One Universal AC-DC Power Adapter for the Dolphin Net Base
- One Power Cord
- One Serial Extension Cable
- Two Mounting Brackets (available separately)

These are the items you need to set up, configure, and operate the Dolphin 9500 Series Net Base. If any items are missing or anything appears to be damaged, contact your Customer Account Representative.

Keep the original packaging in case you need to return the Net Base for service or store the Net Base while not in use.

Software Requirements

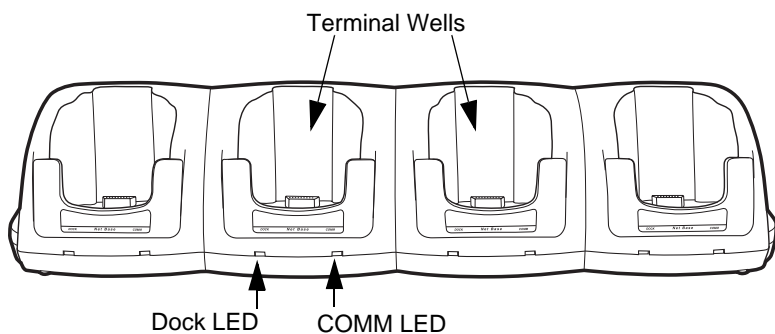
Any Dolphin 9500 Series terminal interfacing with the Net Base should have the following software installed:

- Kernel 7.03, Service Pack 3 or higher and
- Utils, version 2.4 (Utils_24.cab) or higher

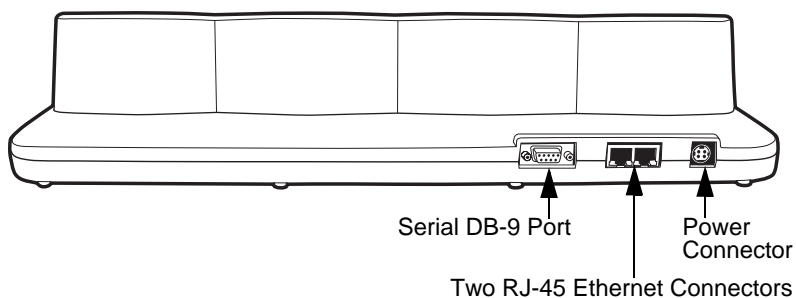
To confirm which software is loaded on your terminal, go to **Start > Utils > SysInfo**. A document appears listing the software loaded on your terminal; the kernel and service pack appear at the top of the list.

Hardware Overview

Front Panel



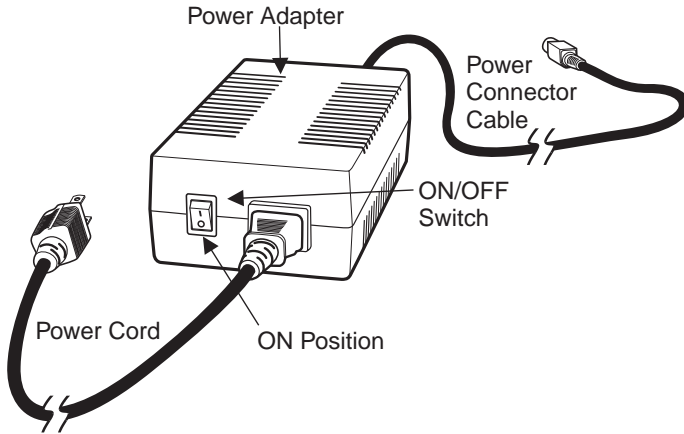
Back Panel



Bottom Panel

For details about the bottom panel, see [Mounting Options](#), page 9.

Power Supply



Setting up the Net Base

1. Make sure the power switch on the power adapter is in the OFF position.
2. Plug the power cord into the power adapter.
3. Plug the power connector cable into the power connector on the back of the Net Base.
4. Plug the power cord into a standard wall outlet.
5. Plug the CAT-5 Ethernet cable into either of the RJ-45 connectors on the back of the Net Base.
6. Plug the Ethernet cable into the network.
7. On the power adapter, turn the power switch to the ON position.
8. The COMM LEDs on all four slots flash binary codes as the Net Base finds the DHCP server during the bootloader and kernel sequences.

LED Indicators

There are two LEDs per terminal well: the DOCK LED and the COMM LED.

Dock LED Lights solid green to indicate that the terminal is properly seated. The terminal can communicate with the Net Base only when properly seated in the well.

COMM LED Indicates the status of data transfer between the Dolphin terminal and the Net Base.

Color	Description
Solid Green	A USB connection is established between the terminal and Net Base.

Color	Description
Flashing Orange	Data is being transferred between the terminal and the Net Base.

Configuring the Network

By default, the Net Base is configured to obtain IP addresses automatically via DHCP server. This means that in most cases you would simply “plug and play” the unit. If necessary, you can use the configuration utility for dynamic network configuration.

If Your DNS Server Supports Bind 8.3 or Later

1. Obtain the serial number from the label on the bottom panel of the Net Base.
2. Connect to the network.
3. Power up and wait until the COMM LEDs stop flashing. The COMM LEDs stop flashing when the Net Base has found the DHCP server.
4. On your PC, open the web browser and enter the Net Base serial number exactly as it appears on the label.
5. Press ENTER and the online configuration utility displays on your PC.

If Your DNS Server Does Not Support Bind 8.3 or Later

If your DNS server does not support Bind version 8.3 or later, Hyperterminal™ or an equivalent terminal emulator program must be installed on the host PC to configure the Net Base.

1. Connect the serial cable to the Serial DB-9 Connector on the back of the Net Base and a COM port on the host computer.
2. Start Hyperterminal or an equivalent terminal emulator program. Use these settings: 115200 bps, 8,N,1.
3. Power up and wait until the COMM LEDs have stopped flashing. The COMM LEDs stop flashing when the Net Base has found the DHCP server.

-
4. Enter the user name **<handheld>** and default login password **<handheld>** to log into Net Base configuration utility. The Net Base menu program displays.

```
*****  
* welcome to the Hand Held Products Net Base *  
*****
```

```
SD00032Login: handheld  
Password: *****
```

- ```
1) View System Configuration
2) View Current Values
3) Express Setup
4) Advanced Setup
5) System Statistics
6) System Diagnostics
7) Help
x) Exit
```

```
Enter choice: 2
```

5. Enter choice **2** (View Current Values) to display IP addresses.
6. Record the IP address for the Ethernet port.
7. Open the web browser on your PC and enter the IP address for the Net Base you wrote down in Step 6.
8. Press ENTER and the online configuration utility displays on your PC.

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## If Your Network Does Not Support DHCP or You Want to Configure the Net Base with a Static IP Address

1. Connect the serial cable to the Serial DB-9 Connector on the back of the Net Base and a COM port on the host computer. Do NOT connect to the network at this time.
2. On the PC, start Hyperterminal. Use these settings: 115200 bps, 8,N,1.
3. Wait until login prompt displays on Hyperterminal.
4. Enter the user name <**handheld**> and default login password <**handheld**> to log into network.

```

* welcome to the Hand Held Products Net Base *

SD00032Login: handheld
Password: *****
```

- 1) view System Configuration
- 2) view Current Values
- 3) Express Setup
- 4) Advanced Setup
- 5) System Statistics
- 6) System Diagnostics
- 7) Help
- x) Exit

Enter choice: 3

5. Enter choice **3** (Express Setup) and enter the configuration information requested at each prompt.
6. Press OFF on the power adapter and reconnect the Ethernet cable.
7. Press ON on the power adapter. The Net Base boots up using the configuration information entered in Step 5.

## *Accessing the Net Base Through a Browser*

After you have successfully configured the Net Base, you can access and configure it through your browser.

1. Open your browser.
2. In the **Address** line, type the IP address assigned to the Net Base and press ENTER. The login screen appears.

3. Enter the **Username** and **Password** and click **Enter**. The browser retrieves the current values and the home screen appears.



## Online Help

For more information about the Dolphin 9500 Series Net Base, click the **User's Guide** link in the left column of the browser window; see page 6.

## Links in the Left Column

| Link                  | Click this link to ...                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>User's Guide</b>   | Open the online help files.                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Setup</b>          | Choose IP address assignments from two options: <ul style="list-style-type: none"> <li>Obtain all IP addresses dynamically - Requests five IP addresses from a DHCP server: one is used for the Ethernet interface and the remaining four are assigned to each terminal slot.</li> <li>Specify IP addresses manually - Enables you to specify IP addresses per terminal slot and change the local USB port (PPP) IP address.</li> </ul> |
| <b>Current Values</b> | Display the current values. This is the main screen at logon.                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Statistics</b>     | Display the following system statistics: <ul style="list-style-type: none"> <li>Dock - indicates if the device is charging</li> <li>Connect - indicates if the PPP session is active</li> <li>RX/TX Total - Total bytes received/transmitted</li> <li>RX/TX bps - Instantaneous bits per second</li> <li>RX/TX peak - Peak bits per second</li> </ul>                                                                                   |
| <b>Diagnostics</b>    | Chose from available diagnostic options such as pinging the network host.                                                                                                                                                                                                                                                                                                                                                               |

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## Charging

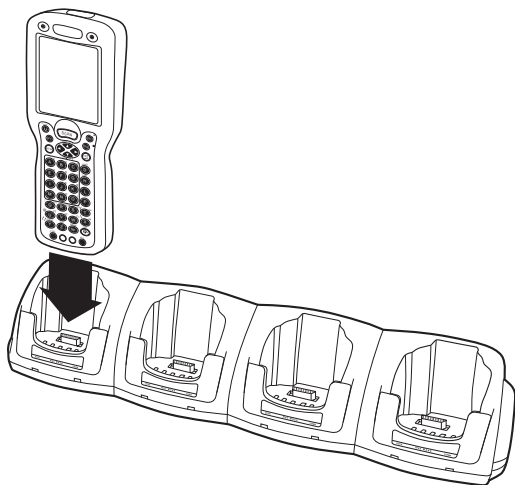
In addition to Ethernet communication, the Net Base charges the main battery of each terminal in less than four hours. The intelligent battery charging system incorporated into all Dolphin terminals prevents overcharging, which means that Dolphin terminals may be stored in the Net Base indefinitely without damage to the terminals, battery packs, or the Net Base.



*Use only the Li-ion battery packs provided by Hand Held Products. The use of any battery pack not sold/manufactured by Hand Held Products in the Dolphin 9500 Series terminal will void your warranty and may result in damage to the Dolphin terminal or battery.*

**Note:** The Net Base is compatible with all terminals in the Dolphin 9500 Series.

1. Install the Li-ion battery pack into the back panel of the terminal.
2. Slide the Dolphin terminal into one of the terminal wells until the Dock LED lights solid green. Charging begins immediately.



## Connecting the Dolphin Terminal to the Net Base

After the Net Base is installed, configured, and connected to the host computer, you must connect the Dolphin terminal to the Net Base.

1. Insert a Dolphin terminal into a terminal well.
2. On the Dolphin terminal, tap **Start > Utils > RASMan**. The RASMan utility initializes.
3. When the connection is established between the Dolphin terminal and the Net Base, the terminal plays a sound and the communication icon appears in the Navigation bar.
4. Upon connection, the Dolphin terminal is assigned an IP address from the Net Base, which can be used by any application on the Dolphin terminal.

5. When you exit RASMan or remove the terminal from the Net Base, the terminal plays a sound and the disconnected icon appears in the Navigation bar.

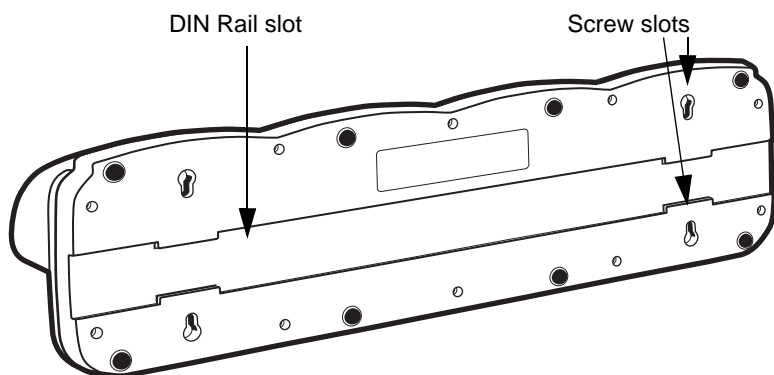
### ***Applications on the Dolphin Terminal***

Applications running on the Dolphin terminal when it is connected to the Net Base should be designed specifically for a partially connected network. For more details, please refer to the Best Practices for Partially Connected Networks document available at [www.handheld.com](http://www.handheld.com).

### ***Mounting Options***

The bottom panel offers two mounting options:

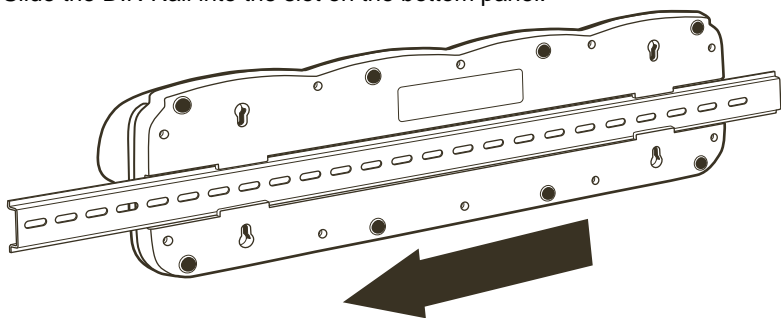
1. Insert a DIN Rail for desk mounting or
2. Use the wall mount kit (with brackets) for wall mounting.



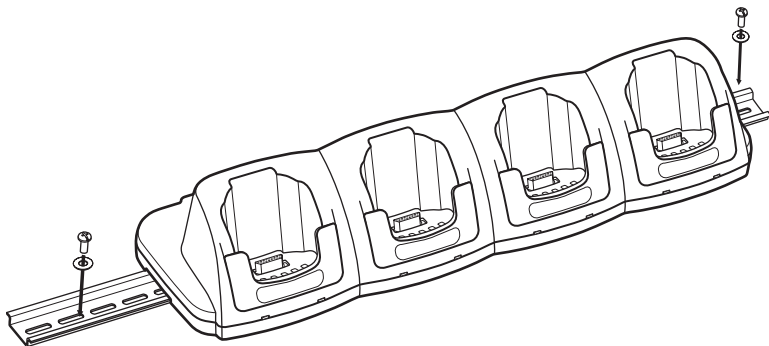
### ***Using the DIN Rail***

Use a standard 7.5mm high X 35mm wide DIN Rail to mount the Net Base to a horizontal surface, such as a desk or table.

1. Slide the DIN Rail into the slot on the bottom panel.



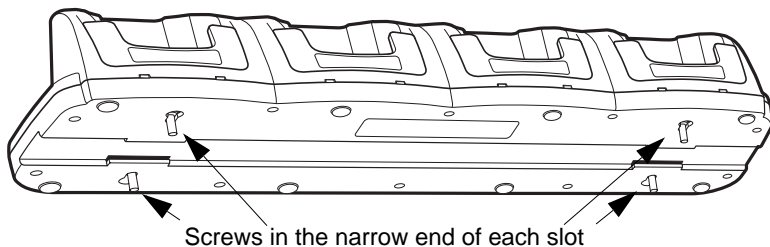
2. Turn the Net Base and DIN Rail right side up.
3. Secure the DIN Rail to the horizontal mounting surface.



### ***Using the Wall Mount Kit***

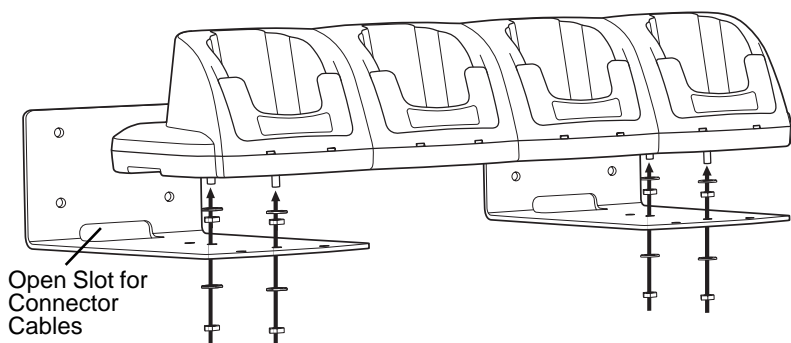
Wall mount kits can be purchased separately to secure the Net Base to a wall or other vertical surface. For the Net Base, you need to purchase two kits so that you have two mounting brackets, one for each end of the Net Base. Each mounting bracket contains an open slot in the back to accommodate the connector cables.

1. Insert the round end of a screw into the round end of each screw slot. Slide each screw towards the narrow end of the slot.

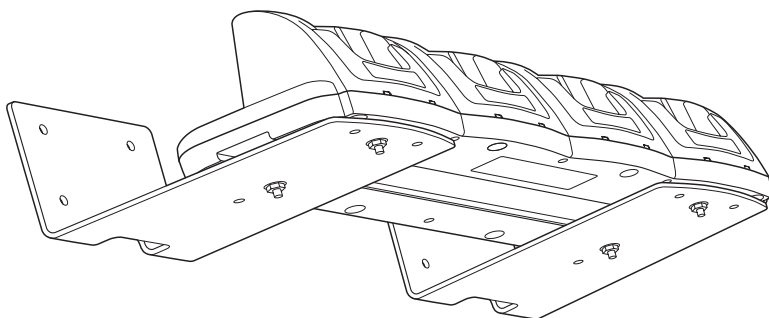


2. Use one washer/nut set on each screw to secure the screw in each slot.

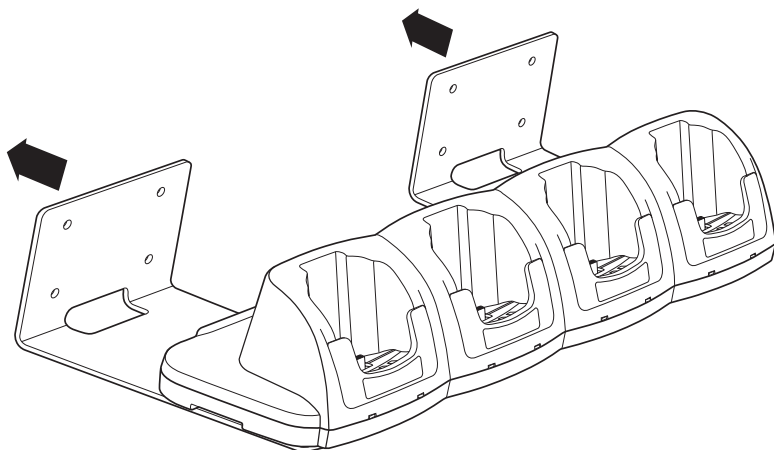
3. Attach the Net Base to the mounting brackets.



4. Using the remaining washer/nut sets, secure the mounting brackets to the bottom panel.



5. Secure the back wedge of the mounting brackets to a stable vertical surface.



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## ***Product Service and Repair***

Hand Held Products provides service for all its products through service centers throughout the world. To obtain warranty or non-warranty service, return the unit to Hand Held Products (postage paid) with a copy of the dated purchase record attached. Contact the appropriate location below to obtain a Return Material Authorization number (RMA #) before returning the product.

### **North America**

Hand Held Products Corporate Offices

Telephone: (800) 782-4263, Option 3

Fax: (704) 566-6015

E-mail: [naservice@handheld.com](mailto:naservice@handheld.com)

### **America Latina**

Hand Held Products America Latina

Teléfono: (239) 263-7600

Fax: (239) 263-9689

E-mail: [laservice@handheld.com](mailto:laservice@handheld.com)

### **Brazil**

Hand Held Products Brazil

Telephone: +55 (21) 2176-0250

Fax: +55 (21) 2176-0249

E-mail: [suporte@handheld.com](mailto:suporte@handheld.com)

### **Europe, Middle East, and Africa**

Hand Held Products Europe

Telephone: + 31 (0) 40 29 01 633

Fax: + 31 (0) 40 2901631

E-mail: [euservice@handheld.com](mailto:euservice@handheld.com)

### **Asia Pacific**

Hand Held Products Asia/Pacific

Telephone: +852-2511-3050

Fax: +852-2511-3557

E-mail: [apservice@handheld.com](mailto:apservice@handheld.com)

### **Japan**

Hand Held Products Japan

Telephone: +81-3-5770-6312

Fax: +81-3-5770-6313

E-mail: [apservice@handheld.com](mailto:apservice@handheld.com)

## ***Online Product Service and Repair Assistance***

You can also access product service and repair assistance online at [www.handheld.com](http://www.handheld.com).



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## ***Technical Assistance***

If you need assistance installing or troubleshooting, please call your Distributor or the nearest Hand Held Products technical support office:

### **North America/Canada:**

Telephone: (800) 782-4263, option 4 (8 a.m. to 6 p.m. EST)  
Fax number: (315) 685-4960  
E-mail: [natechsupport@handheld.com](mailto:natechsupport@handheld.com)

### **Europe, Middle East, and Africa:**

Telephone-  
European Ofc: Int+31 (0) 40 29 01 600  
U.K. Ofc: Int+44 1925 240055  
E-mail: [eutechsupport@handheld.com](mailto:eutechsupport@handheld.com)

### **Asia Pacific:**

Telephone: Int+852-3188-3485 or 2511-3050  
E-mail: [aptechsupport@handheld.com](mailto:aptechsupport@handheld.com)

### **America Latina:**

Teléfono: (704) 998-3998, opción 8  
E-mail: [latechsupport@handheld.com](mailto:latechsupport@handheld.com)

## ***Online Technical Assistance***

You can also access technical assistance online at [www.handheld.com](http://www.handheld.com).

## ***Limited Warranty***

Hand Held Products, Inc. ("Hand Held Products") warrants its products to be free from defects in materials and workmanship and to conform to Hand Held Products' published specifications applicable to the products purchased at the time of shipment. This warranty does not cover any Hand Held Products product which is (i) improperly installed or used; (ii) damaged by accident or negligence, including failure to follow the proper maintenance, service, and cleaning schedule; or (iii) damaged as a result of (A) modification or alteration by the purchaser or other party, (B) excessive voltage or current supplied to or drawn from the interface connections, (C) static electricity or electro-static discharge, (D) operation under conditions beyond the specified operating parameters, or (E) repair or service of the product by anyone other than Hand Held Products or its authorized representatives.

This warranty shall extend from the time of shipment for the duration published by Hand Held Products for the product at the time of purchase ("Warranty Period"). Any defective product must be returned (at purchaser's expense) during the Warranty Period to Hand Held Products' factory or authorized service center for inspection. No product will be accepted by Hand Held Products without a Return Materials Authorization, which may be obtained by contacting Hand Held Products. In the event that the product is returned to Hand Held Products or its authorized service center within the Warranty Period and Hand Held Products determines to its satisfaction that the product is defective due to defects in materials or workmanship, Hand Held Products, at its sole option, will either repair or replace the product without charge, except for return shipping to Hand Held Products.

EXCEPT AS MAY BE OTHERWISE PROVIDED BY APPLICABLE LAW, THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER COVENANTS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, ORAL OR WRITTEN, INCLUDING,

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WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

HAND HELD PRODUCTS' RESPONSIBILITY AND PURCHASER'S EXCLUSIVE REMEDY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT. IN NO EVENT SHALL HAND HELD PRODUCTS BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, AND, IN NO EVENT, SHALL ANY LIABILITY OF HAND HELD PRODUCTS ARISING IN CONNECTION WITH ANY PRODUCT SOLD HEREUNDER (WHETHER SUCH LIABILITY ARISES FROM A CLAIM BASED ON CONTRACT, WARRANTY, TORT, OR OTHERWISE) EXCEED THE ACTUAL AMOUNT PAID TO HAND HELD PRODUCTS FOR THE PRODUCT. THESE LIMITATIONS ON LIABILITY SHALL REMAIN IN FULL FORCE AND EFFECT EVEN WHEN HAND HELD PRODUCTS MAY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH INJURIES, LOSSES, OR DAMAGES. SOME STATES, PROVINCES, OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

All provisions of this Limited Warranty are separate and severable, which means that if any provision is held invalid and unenforceable, such determination shall not affect the validity of enforceability of the other provisions hereof.

The limited duration of the warranty for the Dolphin 9500 Series is as follows:

- Dolphin 9500 and Dolphin 9550 terminals with an integrated imager are covered by a two-year limited warranty.
- Dolphin 9551 and Dolphin 9501 terminals with an integrated laser engine are covered by a one-year limited warranty.
- Touch screens are covered by a one-year limited warranty.
- The limited duration of the warranty for the Dolphin 9500 Series Net Base is one year.
- The limited duration of the warranty for batteries is one year. Use of any battery not sold/manufactured by Hand Held Products may damage the terminal and/or the battery and will void the warranty. Batteries returned to Hand Held Products in a reduced state may or may not be replaced under this warranty. Battery life will be greatly increased when following the battery instructions in the Dolphin 9500 Series User's Guide.
- Use of any peripheral not manufactured/sold by Hand Held Products will void the warranty. This includes but is not limited to: cables, power supplies, cradles, and docking stations.
- Use only power adapters approved for use by Hand Held Products. Failure to do so may result in improper operation or damage to the unit and will void the warranty.

Hand Held Products, Inc. extends these warranties only to the first end-users of the products. These warranties are non-transferable.



**Hand Held Products, Inc.**

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